

Frequently Asked Questions

SwatchPAY! Powered by RMB Pay



1. What is a SwatchPAY! watch?

It is a Swatch watch enabled for contactless payments. The watch uses a tokenized (substituted) version of your RMB card number, linked to one of your eligible RMB cards (excluding your RMB Business credit card) to make payments.

2. Can I buy SwatchPAY! as a gift?

You can always buy it as a gift but please check the different activation options on the Swatch website. The lucky gift recipient will need to use their own RMB card to create the tokenized card.

3. Where can I activate my SwatchPAY!?

In store, via Android and IOS devices.

4. How many cards can I link to each watch?

Currently, only one RMB card can be linked to each SwatchPAY! watch.

5. Can I link more than one watch to a single card?

Yes, you can link the same RMB card to several watches.

6. Can I activate my SwatchPAY! watch without an internet connection?

To create your account and link your RMB card you will need a stable internet connection.

7. Is there any activation cost or fee from Swatch?

All you have to do is buy the watch. The rest is fast, easy and at no cost.

8. Does my SwatchPAY! work when my RMB card expires?

When your RMB card expires, we will automatically update your new card details for a seamless payment experience.

9. How can I download the SwatchPAY! app?

Simply search for the app "SwatchPAY! app by wearonize" in Apple's App Store or Google Play and download the app.

10. How can I create an account on the SwatchPAY! app?

Download the SwatchPAY! app and accept the terms and conditions. Click "Create account", then follow the instructions to finish creating your account:

- Enter your nationality
- Enter your 'Email address'
- Insert ' Password' (minimum 6 characters are required)
- Click 'Continue'
- Wait for the confirmation email

11. I downloaded the SwatchPAY! app and created an account. Where is my confirmation email?

Please check your spam folder. If it isn't there, please try the process again. If it still doesn't work, please contact Swatch via www.swatch.com.

12. I forgot my username for my SwatchPAY! app

Contact Swatch via www.swatch.com.

13. I forgot the password for my SwatchPAY! app

Open the SwatchPAY! app by wearonize.

- Click "Sign in"
- Click "Forgot your password"
- Enter the email address you registered with
- Click "Reset password"
- You will receive an email from noreply@swatchpay.app with a link
- Click the link and enter your new password

14. How can I delete my SwatchPAY! Data from the SwatchPAY! watch?

You can remove the link to your payment card using the SwatchPAY! app, but some non-sensitive SwatchPAY! data will still be stored on the watch. To remove it completely, please visit a Swatch store or use an Android or IOS smartphone and follow the steps to set "back to factory settings".

15. How can I remove a tokenized card from the SwatchPAY! app?

To remove a tokenized card, simply sign into the SwatchPAY! app, click on card details and remove tokenized card. If you remove the link to your payment card using the app,

some non-sensitive SwatchPAY! data will still be stored on the watch. To remove it completely, please visit a Swatch store or use an Android or IOS phone to set "back to factory settings" before removing it from the app.

16. Can I use my Apple iPhone to activate my watch?

Yes, Both IOS & Android phones are supported.

17. Does it have to be my own personal phone?

Not necessarily, but you'll need to log into the SwatchPAY! app by wearonize with your credentials. Always keep your device & credentials secure.

18. I have a smartphone but cannot connect my watch and phone.

You need to enable the NFC on your phone. You can do this in your phone settings.

19. I tried to check how to enable NFC on the phone's settings but cannot find out how to do it.

Not all smartphones have NFC. Please check if your phone is NFC enabled.

20. Is it safe to use the smartphone to activate my watch?

Yes, it is safe. The process is validated and secured by Mastercard and Visa. Always keep your device & credentials secure.

21. I received the following message, what do I do? 'Your SwatchPAY! Watch cannot be detected, please try a different position?'

Move your watchhead on the back of the phone to find the NFC connection. Once the phone and watch are connected it will be indicated in the app.